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| **A picture containing drawing  Description automatically generated** | **Rethink Carers Service Support meetings**  Spring Summer 2021 |

We hold two online support groups, an evening group is held the **second Wednesday in each month**, and we are also offering an afternoon group on the **fourth Wednesday** of each month. You can ask to receive emailed reminders, as occasionally dates may change.

The group is facilitated by a Rethink worker and there is often a staff member from mental health services as well. You are welcome to log on ten minutes before to check that your connection and sound are working, and once everyone has introduced themselves, we will close access to the group. The hour is for you to share experiences and support each other. Please let us know if you are rejoining after a gap in case the password has been changed. Join with a computer or a smartphone or phone in if you prefer using a landline or a mobile.

Contact [bristolcarers@rethink.org](mailto:bristolcarers@rethink.org) or phone Karen on 0791 8162523

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**Group Agreement**

Users of Rethink mutual support groups are reminded that:

Everyone has the following rights:

* To **confidentiality.** You should feel able to speak freely in the meetings in the knowledge that nothing heard or said will be repeated outside of the group meetings *(There may be times when facilitators have to share information specifically under Duty of Care procedures if we feel you or someone else may be at risk. We will always aim to discuss this with you first)*
* To be **listened to**.
* To talk openly and freely without fear of **judgement**. Show respect to other people their experiences and their opinions, even if you don’t share them.
* People may prefer to stay quiet and not share much at times

And the right **not to expect**

* To be spoken over or ignored
* To have someone dominate conversations and not allow others to express an opinion
* Usual pleasantries - mobile off (unless needed for emergency/urgent contact) and try to find a quiet place where you won’t be overheard.

As facilitators, we will ensure the group is only open to carers we have had previous contact with, and will exclude anyone who doesn’t respect the above agreement.

**Tips on using Zoom**

Many of you will be all too aware of the joys of Zooming, but in case you are not, here are a few tips!

* Log on ten minutes before the start of the session so that you can check your sound is ok, etc.
* Think about what name you want to appear onscreen – up to you if you want to include your surname, just first name is fine.
* It’s best to mute yourself unless you are speaking.
* If your internet connection is poor on the day, try turning off your video, or use the backup phone number to dial in. (If only your sound is bad, you can mute your video, and dial in). Alternatively, tell anyone in your household who is gaming to stop it immediately!
* If you don’t feel free to speak because others in the house may get upset if they overhear you, let me know using the chat box, and you can listen to others on your headphones without contributing things of a personal nature.
* You can use video or disable it as you prefer (it can be strange at first, but it’s really nice to be able to see everyone if you are willing to try), but if it makes you feel anxious to have the video on, turn it off.
* You can also phone in if it’s tricky for any reason to connect with a computer. You can download the Zoom app onto a smartphone.

**Help using Zoom**

[Download Zoom here](https://zoom.us/j/649363798?pwd=RUZLQUM5Vjg2cFR3ZCsxT0QzK003dz09)

[Quick guide to using Zoom](https://support.zoom.us/hc/en-us/articles/360034967471-Quick-start-guide-for-new-users)

[Phoning in to a meeting](https://support.zoom.us/hc/en-us/articles/201362663-Joining-a-meeting-by-phone#h_00365de9-6dac-4511-936f-c594d3224c5c)



*Crisis and home Intervention Team*

Simon Smith Rachel Williams

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